

Y! Helper--Instant Message

File Edit Friend Format Help

To: Y! Helper From: Y! robertdnischwitz

robertdnischwitz: Can you tell me the location and status of my order?

Helper: Hello Mr. Nischwitz, currently four packages are in transit to your home address. Their tracking numbers are as follows:

1. 1Z 774 965 12 4496 424 1, shipped from Amazon, (Dallas, TX)
2. 2A 456 221 11 2234 445 6, shipped from Eastbay, (New York, NY)
3. 1W 432 234 55 6788 654 2, shipped from Crate & Barrel, (Chicago, IL)
4. 2Z 211 378 87 8766 545 4, shipped from Harbor Freight, (Boston, MA)

For which package or packages would you like tracking information?

Note: This message response was automatically generated by the customer messaging system

B I U [emoticon] [smiley] Arial [font size: 10] [link] [microphone] [video chat]

Invite Friends

Ignore User Send Close

Last message received on 3/21/2001 at 12:52 PM

FIG. 4A

The screenshot shows a window titled "Y! Helper--Instant Message". The window has a menu bar with "File", "Edit", "Friend", "Format", and "Help". Below the menu bar, the "To:" field is set to "Helper" and the "From:" field is set to "robertdnischwitz". The main text area contains a message from "robertdnischwitz" that reads: "I am interested in package #1". Below this, a response from "Helper" is shown: "Mr. Nischwitz, your package was received in Dallas, TX on 2/13/01. The package will arrive at the final destination, Atlanta, GA, at 12:30 p.m. on 2/15/01." A note at the bottom of the message area states: "Note: This message response was automatically generated by the customer messaging system". The bottom of the window features a toolbar with buttons for bold (B), italic (I), underline (U), text color, background color, font face (set to Arial), font size (set to 10), and icons for attachments, voice chat, and video chat. Below the toolbar is a text input field. At the very bottom, there are three buttons: "Ignore User", "Send", and "Close". A status bar at the bottom of the window displays the text "Last message received on 3/21/2001 at 12:55 PM".

Y! Helper--Instant Message

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To: Helper From: robertdnischwitz

robertdnischwitz: I am interested in package #1

Helper: Mr. Nischwitz, your package was received in Dallas, TX on 2/13/01. The package will arrive at the final destination, Atlanta, GA, at 12:30 p.m. on 2/15/01.

Note: This message response was automatically generated by the customer messaging system

B I U [color picker] [background color picker] Arial [font size dropdown: 10] [attachment icon] [voice chat icon] [video chat icon]

Ignore User Send Close

Last message received on 3/21/2001 at 12:55 PM

FIG. 4C

TOP SECRET

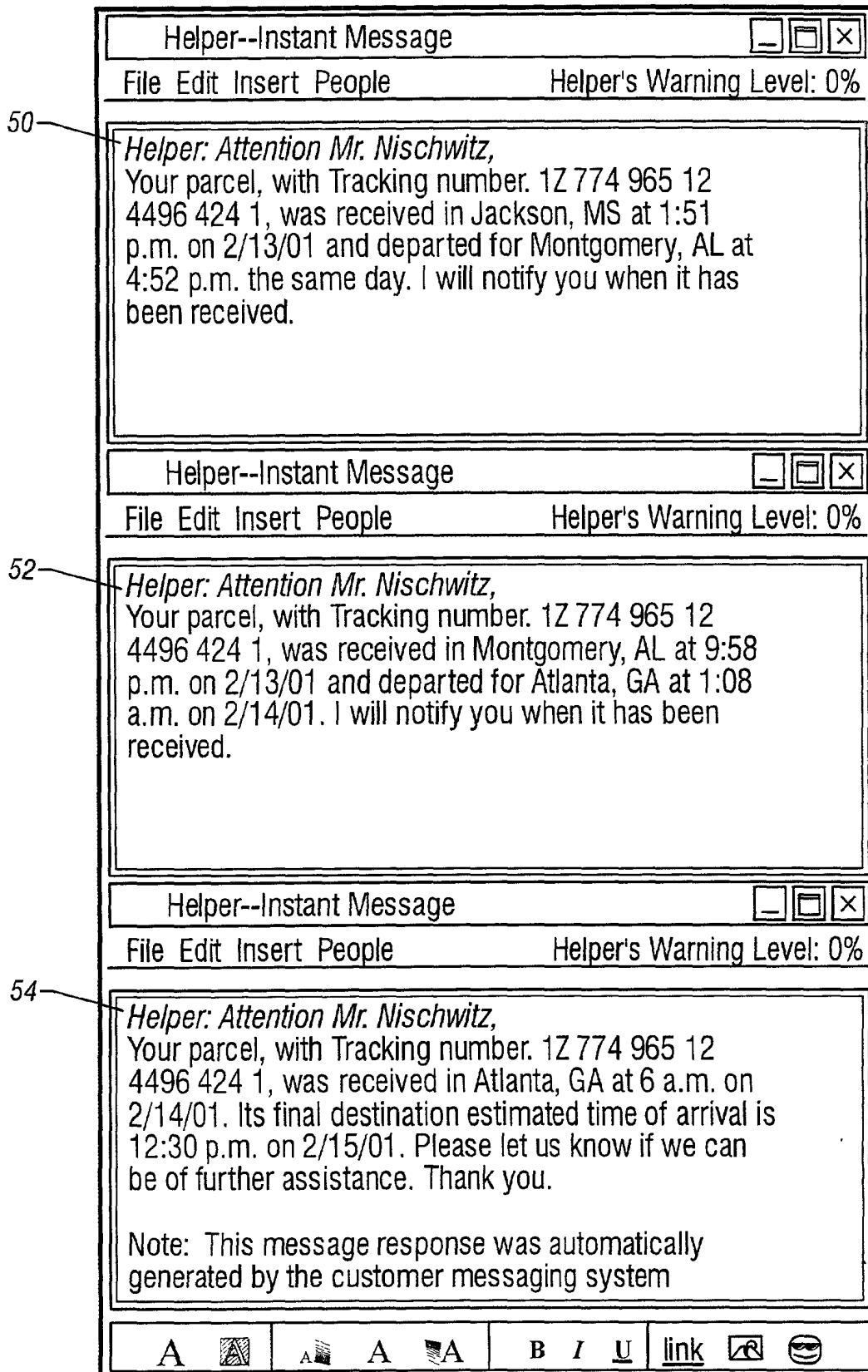


FIG. 4D